



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Comcast Phone of Illinois, LLC**  
**CIMCO, a division of Comcast Business Services**  
**Comcast Digital Phone**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$681.40	\$465.64	\$253.18	\$1,400.22
B. Number of credits issued for repairs - 24 - 48 hours	22	18	19	59
C. Number of credits issued for repairs - 48 - 72 hours	11	4	3	18
D. Number of credits issued for repairs - 72 - 96 hours	2	2	3	7
E. Number of credits issued for repairs - 96 - 120 hours	2	1	1	4
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,250.00	\$1,900.00	\$1,700.00	\$5,850.00
B. Number of customers receiving credits	45	38	34	117
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**